

APPRAISAL OF EFFECTIVENESS OF
CORRESPONDENCE MANAGEMENT EFFORTS

THE FOLLOWING KINDS OF DATA WILL DEMONSTRATE WHETHER A CORRESPONDENCE MANAGEMENT EFFORT IS RESULTING IN BENEFITS. BEFORE AN AGENCY CONCLUDES ITS CORRESPONDENCE MANAGEMENT WORKSHOP, IT SHOULD OBTAIN INFORMATION FOR COLUMN 1. SIX MONTHS LATER, IT SHOULD OBTAIN INFORMATION FOR COLUMN 2. A TWO-WEEK TEST PERIOD IS RECOMMENDED IN BOTH INSTANCES.

IF UNUSUAL CIRCUMSTANCES EXIST OR OCCUR DURING A TEST PERIOD SO THAT RESULTING DATA WOULD NOT BE REPRESENTATIVE, CONDUCT ANOTHER TEST UNDER NORMAL CONDITIONS.

IF SPECIAL CATEGORIES OF MAIL ARE INVOLVED, SHOW SEPARATELY FROM REGULAR MAIL.

THE TERM "FORM LETTERS" INCLUDES PRINTED POSTCARDS AND SLIPS WHICH TAKE THE PLACE OF TYPED LETTERS.

	BEFORE (DATE: _____)	AFTER (DATE: _____)	<u>SOURCE OF DATA</u>
1. AVERAGE WEEKLY PRODUCTION			
A. TOTAL VOLUME OF CORRESPONDENCE PREPARED, INCLUDING FORM AND GUIDE LETTERS.	_____	_____	AT OFFICIAL FILE STATION DETERMINE FROM WORKLOAD STATISTICS OR ACTUAL COUNT.
B. VOLUME OF FORM LETTERS USED.	_____	_____	OBTAIN FROM FORMS CONTROL OFFICE OR REPRODUCTION SHOP OR WHATEVER SOURCE IS RESPONSIBLE FOR PROMOTING USE OF FORM LETTERS. IF NONE OF THESE CAN SUPPLY DATA, GET IT FROM PREPARING SOURCES.
C. VOLUME OF GUIDE LETTERS USED.	_____	_____	OBTAIN FROM SOURCE RESPONSIBLE FOR PROMOTING USE OF GUIDE LETTERS OR FROM PREPARING SOURCES.
2. FOG INDEX OF CORRESPONDENCE.	_____	_____	OBTAIN FROM SAMPLINGS OF READING FILES OR FROM FILES AT OFFICIAL FILE STATION.
3. AVERAGE LENGTH OF CORRESPONDENCE.	_____	_____	OBTAIN BY LINE-COUNTS OF SAMPLINGS OF READING FILES OR FROM FILES AT OFFICIAL FILE STATION.

4. OTHER SIGNIFICANT BENEFITS ACCRUING FROM A CORRESPONDENCE MANAGEMENT PROGRAM WHEN IT IS POSSIBLE TO GET BEFORE AND AFTER FIGURES:

TYPE OF BENEFIT	MEASUREMENT	MAN-DAY EQUIVALENT	SOURCE OF DATA
A. DICTATED AND HAND-WRITTEN LETTERS REPLACED BY FORM OR GUIDE LETTERS	NUMBER PER YEAR	24 PER DAY = 1 MAN-DAY	FORMS CONTROL OFFICE OR REPRODUCTION SHOP OR WHATEVER SOURCE IS RESPONSIBLE FOR PROMOTING USE OF FORM AND GUIDE LETTERS. IF NONE OF THESE CAN SUPPLY DATA, GET IT FROM PREPARING SOURCES WHERE VOLUME AND NATURE OF CORRESPONDENCE WARRANT USE OF FORM AND GUIDE LETTERS.
B. COPIES ELIMINATED	NUMBER PER YEAR	120 PER DAY = 1 MAN-DAY	OFFICIAL FILE STATION. DETERMINE FROM LISTING ON FILE COPY THE AVERAGE NUMBER OF COPIES PREPARED. IF FILE COPIES DO NOT CONTAIN THIS INFORMATION IN ITS ENTIRETY, TAKE SAMPLINGS IN PREPARING OFFICES.
C. CLEARANCES AND REVIEWS ELIMINATED	NUMBER PER YEAR	160 PER DAY = 1 MAN-DAY	OFFICIAL FILE STATION. DETERMINE FROM INITIALS ON FILE COPY THE NUMBER OF OFFICIALS CLEARING OUTGOING CORRESPONDENCE.
D. TYPED ENVELOPES REPLACED BY WINDOW ENVELOPES	NUMBER PER YEAR	680 PER DAY = 1 MAN-DAY	SUPPLY STOCK ROOM OR PROCUREMENT RECORDS. OBTAIN ESTIMATED NUMBER OF WINDOW ENVELOPES USED AND THOSE USED REQUIRING TYPED ADDRESS. IF UNAVAILABLE, OBTAIN COUNT IN MAIL STATION DURING A REPRESENTATIVE PERIOD.
E. LETTERS ELIMINATED BY ENDORSEMENTS	NUMBER PER YEAR	16 PER DAY = 1 MAN-DAY	MAIL STATION OR, IF CORRESPONDENCE IS ENVELOPED BEFORE REACHING MAIL STATION, GET FROM SIGNING OFFICES.
F. TYPED ENDORSEMENTS REPLACED BY STAMPED ENDORSEMENTS	NUMBER PER YEAR	160 PER DAY = 1 MAN-DAY	MAIL STATION OR, IF CORRESPONDENCE IS ENVELOPED BEFORE REACHING MAIL STATION, GET FROM SIGNING OFFICES.
G. REDUCTION IN LENGTH OF LETTERS	% OF REDUCTION	16 PER DAY = 1 MAN-DAY	READING FILES OR FILES AT OFFICIAL FILE STATIONS. MAKE LINE-COUNT SAMPLINGS.
H. REDUCTION IN NUMBER OF REWRITES	NUMBER PER YEAR	16 PER DAY = 1 MAN-DAY	OFFICIAL FILE STATION. DETERMINE FROM NOTATION ON FILE COPY THE NUMBER OF REWRITES. IF AGENCY DOES NOT FOLLOW THIS PRACTICE, GET FROM PREPARING OFFICES.
I. REDUCTION OR ELIMINATION OF BACKLOGS	% OF REDUCTION	X	CORRESPONDENCE POOL OR OTHER SOURCE WHERE PREPARATION OF CORRESPONDENCE IS CONCENTRATED.
J. INCREASE IN NUMBER OF LETTERS PRODUCED	% OF INCREASE	X	CORRESPONDENCE POOL OR OTHER SOURCE WHERE PREPARATION OF CORRESPONDENCE IS CONCENTRATED.
K. INCREASE IN READABILITY	FOG INDEX BEFORE FOG INDEX AFTER	X	READING FILES OR FILES AT OFFICIAL FILE STATIONS.
L. GREATER USE OF CORRESPONDENCE EQUIPMENT	DEPENDENT ON TYPE OF EQUIPMENT	DEPENDENT ON TYPE OF EQUIPMENT	SOURCE WHERE EQUIPMENT IS USED.